

# Communications Training Officer, 6th Ed., Tewksbury, MA, #63587 MA State Rate

## COURSE DESCRIPTION

The Communications Training Officer (CTO) 5th Edition course focuses on the development and maintenance of an agency's one-on-one training program and provides the training necessary to foster levels of consistency for CTOs as they provide on-the-job training to new hires. Upon successful completion, CTOs can help build and maintain the CTO system while exploring important elements of effective CTO programs. Previous editions of APCO's CTO program have been implemented in hundreds of agencies nationwide.

This updated version of the course includes the essential elements of a CTO program based on the industry recognized "San Jose Model" while also incorporating the requirements set by the national standard for CTO programs - APCO ANS 3.101.1-2007: Minimum Training Standards for Public Safety Communications Training Officers (<http://www.apcointl.org/new/commcenter911/downloads/APCO-ANS-CTO2007.pdf>).

## Topics include

- Performance Based Training
- Phases of an active shooter incident
- Preparing, Motivating and Communicating With Trainees
- Customer Service in Public Safety Communications
- Counseling
- Stress Management
- Meeting the Needs of the Adult Learner
- Training Strategies
- Performance Evaluations
- Record Keeping and Documentation
- Total Quality Management
- Liability and Standards

In addition, students will receive a CTO Program Implementation Workbook and Reference Guide filled with sample forms, templates, and best practices to use in creating their own CTO program or enhancing an existing program.

## CLASS INFORMATION

**Date(s):** May 23 — 25, 2022

**Time:** 8:00 a.m. - 5:00 p.m.  
All times are in Eastern Time.

**Location:** Northern Middlesex Regional Emergency Communication Center  
987 Whipple Rd  
Tewksbury, MA, 01876

## REGISTRATION

**Tuition:** Registration fees vary, depending of the number of course registrants. Fees will be adjusted at the start of the course, and you will receive a refund or revised invoice if necessary. For more info, contact [institute@apcointl.org](mailto:institute@apcointl.org).

**REGISTER at:** [www.apcointl.org/schedule](http://www.apcointl.org/schedule).

Please read our Registration & Cancellation Policy at [www.apcointl.org/registration-policy](http://www.apcointl.org/registration-policy).

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